



## Resident Services Coordinator (Bi-Lingual)

Metro West Collaborative Development (Metro West CD) seeks a full-time Resident Services Coordinator to lead and develop its in-house Resident Services Program. S/he will work closely with the Executive Director and other staff to support the residents of our affordable housing developments.

### **The Organization**

Metro West CD is a non-profit development corporation formed in 1991 to address the shrinking supply of affordable housing in communities west of Boston. Our CDC is involved in many facets of affordable housing: development, management, advocacy, public policy, affirmative marketing, eligibility certification and housing search assistance. Metro West CD has developed 117 units of affordable housing to date (in Watertown, Medway, Newton, and Norwell), has an additional 44 units in construction in Medway, and an additional 83 units in predevelopment in Hudson and Newton.

We are a small, collaborative team that works hard to meet the needs of the communities we serve, yet our organizational culture encourages and values work life balance. For more information on our work, please visit [www.metrowestcd.org](http://www.metrowestcd.org).

### **The Position**

We are seeking a detail-oriented self-starter to join our small team of affordable housing professionals. The Resident Service Coordinator (RSC) assists residents of Metro West CD's properties in maintaining successful tenancies by fostering a sense of community through useful and engaging programming and creating and/or referring them to services as appropriate.

The Resident Services Coordinator will develop, manage, and offer programs and services that support stable tenancies and serve children, adults and seniors living in Metro West CD properties. In addition to direct teamwork with fellow Metro West CD staff, the RSC will coordinate with property management staff and community partners.

Responsibilities include:

#### **Resident Services Coordination**

- Orients new tenants with property management staff
- Facilitates connections in the community and/or referrals as necessary
- Convenes neighborhood community-building activities
- Attends Property Management meetings
- Ensures that there is a current "Resident Resource Directory" for residents in each of our communities



- Creates monthly calendar and property newsletter with input from Property Manager and other staff
- Provides crisis intervention to residents as needed
- Participates in joint annual apartment inspections with Property Manager and/or Maintenance; follows up on any referrals from inspections such as housekeeping and hoarding issues, presence of unauthorized occupants, smoking in apartment, etc.

### **Metro West CD Housing Programs**

- Assists Housing Programs Manager with housing clinics and administration of and translation services for WATCH CDC / Newton Wellesley Hospital grant
- Assists with Emergency Rental Assistance Programs as needed
- Assists with Affirmative Fair Housing Plan review and lotteries as needed
- Participate in ongoing racial equity trainings with Metro West CD staff

### **Program Implementation & Evaluation**

- Consistently tracks and measures programs and progress
- Coordinates with property management staff to review and implements Resident Services Plans and Eviction Prevention Plans
- Documents resident outcomes and stories for grant proposals, reports, and social media

### **Our Ideal Candidate**

Our ideal candidate will be passionate about affordable housing in smaller and suburban communities and interested in growing with a regional-scale nonprofit. S/he will be a flexible hands-on team player who brings experience working with lower income populations. We seek an enthusiastic and creative problem solver, who demonstrates commitment to our mission and the communities we serve.

### **Desired Qualifications and Skills:**

- Bilingual (Spanish/English) strongly preferred
- Background in providing and facilitating social services.
- Knowledge of affordable housing marketing and fair housing compliance
- Knowledge of mental health, addictions, family issues, youth development, multicultural issues, and elderly service delivery systems.
- Experience developing and implementing service plans
- Experience facilitating group events/activities
- Strong interpersonal skills; experience with diverse populations
- Ability to work independently as well as collaboratively
- Excellent organizational and time management skills
- Effective written and verbal communication skills
- Strong Microsoft Office skills including use of Excel; knowledge of Salesforce a plus
- Ability to work occasional evenings or weekends
- Ability to be regularly on site in Norwell, Medway, Newton, and Watertown



- A strong work ethic, a good sense of humor, and a commitment to social justice
- Bachelor's Degree preferred in Social Work/Human Services, and/or 3-5 years' equivalent work experience providing services in a Housing/Multi-Family housing environment, or a private, non-profit social service organization serving youth and families.

### ***Salary and Benefits***

**Work Schedule:** Monday- Friday office hours (generally 9-5). Occasional evening and weekend hours may be required. This is a full-time position, although we would consider a less-than full time schedule for highly qualified applicants.

**Transportation:** Must have a valid driver's license and reliable vehicle to attend conferences, trainings, and meetings at other properties as required.

**Benefits:** Metro West CD offers a competitive benefits package that includes health care, dental and vision insurance, 401k, paid sick and vacation time, remote work opportunities, and professional development opportunities.

### ***To Apply***

Resume and cover letter should be sent to: Caitlin Madden, Executive Director at [caitlin@metrowestcd.org](mailto:caitlin@metrowestcd.org).

Applications will be accepted until the position is filled.

*Metro West CD is an Equal Opportunity and Affirmative Action Employer. We encourage applications from candidates from diverse backgrounds and cultures.*